



City of Framingham, MA

August 25, 2026

Position Vacancy

RFP #27-024-01

Position: Customer Service Specialist
Department: Assessors Department
Salary Range: Anticipated hiring range: M-4: \$50,095 - \$52,119
Schedule: Monday, Wednesday, Thursday 8:30 a.m. - 5:00 p.m.
Tuesday 8:30 a.m. to 7:00 p.m.
Friday 8:30 a.m. to 12:30 p.m.
Hours per week: 37.5



The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled.
- Framingham City Hall (The Memorial Building) is located at 150 Concord Street, Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.
- The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

Position Purpose:

Under the direction of the Assessor Office Manager (OM), the Customer Service Specialist performs administrative and professional duties to support the daily operations of the Assessing department. Duties are varied and require knowledge of department operations, department systems and City procedures and policies. Performs all other related work as required.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Assists Office Manager with end of month reports for the Board, Treasurer/Tax Collector, and Accounting department regarding motor vehicle excise tax, personal RE exemptions, real and personal property.
2. Assists Office Manager with processing and recording taxpayer abatements for the following: real property, personal property, motor vehicle excise tax, and personal exemptions.
3. Assists Office Manager with monthly deed transfers from Middlesex South County Registry; duty is either weekly or monthly.
4. Assists Office Manager with documents for Board of Assessor meetings. Documents include, but not limited to: warrants to collect, lien releases, agendas, taxpayer requests, and applications.
5. Assists Office Manager with maintaining records in MV Excise, RE, and PP databases pertaining to: addresses, building permits, deeds, exemptions, and abatements.
6. Processes Request for Abutters: using RE database and/or GIS database.
7. Performs special projects and other related duties as required, directed, or as the situation dictates.
8. Works the Customer Service Counter, processes Municipal Lien Certificates and lockbox payments.
9. Respond to taxpayer requests, and performs other typical office duties as needed.

Qualifications:

- High school diploma or equivalent
- At least one year of experience in a similar environment
- **Knowledge of:**
 - Microsoft Office Suite (Word, Excel, Outlook)
 - Office procedures (answering phones, taking messages, welcoming customers, etc.)
- **Ability to:**
 - deal tactfully with members of the public
 - establish productive working relationships with department staff, other professionals and other departments
 - learn to operate software necessary to perform assigned duties
 - pass a MA CORI/SORI background check
- **Necessary Skills:**
 - customer service
 - organization
 - communication, both spoken and written

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Most work is performed in a typical office environment, not subject to extreme variations of temperature, lighting, noise, odors, etc. Must be able to operate computer, printer, photocopier, and other basic office equipment. Must be able to move about the office, perform clerical work, and communicate to be understood. Must be able to focus on detailed work for extended periods of time.

Supervision:

Supervision Scope: Performs tasks of moderate complexity within the guidelines of established procedures.

Questions are referred to Supervisor.

Supervision Received: Works under the general direction of the Office Manager and Chief Assessor.

Supervision Given: None.

Work Environment:

- Majority of work is performed in a moderately quiet work environment.
- Operates computer, printer, telephone, copier, facsimile machine and all other standard office equipment
- Employee has frequent contact with the general public and co-workers. Contacts are in person, by telephone, and by email.
- Has access to some department-related confidential information.
- Errors could result in delay or loss of service, and have potential legal and/or financial repercussions.

Nature and Purpose of Relationships:

Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

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